



SOUTHCOM Health Clinic



NEWCOMERS BRIEFING



PRIMARY CARE MANAGER (PCM)



- Location: (SOUTHCOM Headquarters)
SOUTHCOM Health Clinic
3511 NW 91st Ave
Miami, FL 33172
- 4 Primary Care Managers (PCM)
3 Army + 1 AF



CLINIC DIRECTORY



- APPOINTMENT LINE:
305-437-1148/3559, DSN: 567
- AFTER DUTY LINE: (ON CALL)
305-437- 3559
- PHARMACY: 305-437-1749
- LABORATORY: 305-437-1163
- TRIAGE NURSE: 305-437-1148/3559



CLINIC DIRECTORY



- Medical Records: 305-437-1766
- Physicals: 305-437-1764(AD), 1148/3559(FM)
- Health Benefits Advisor: 305-437-1394
- Contact Representative: 305-437-2459
- Benefits Service Representative (BSR-TRICARE): 305-437-1767
- Dental NCO: 305-437-1765



CLINIC HOURS



- CLINIC HOURS: 0730-1630
- SICK CALL SIGN-IN: 0730-0800
- TRICARE BSR HOURS:
0800-1700, LUNCH VARIES
- REFERRALS PROCESSING :
AD/FM: 0730-1630, Lunch: Varies



INPROCESSING ACTIVE DUTY & DEPENDENTS



- UPDATE DEERS INFO AT THE CODINA BLDG BEFORE INPROCESSING AT THE CLINIC (VERY IMPORTANT)
- FILL OUT TRICARE PRIME ENROLLMENT FORM & HEAR FORM (BSR – Rm 1304 E)
- INPROCESS AT THE FRONT DESK: PROVIDE ADDRESS, PHONE NUMBERS, & TURN-IN MEDICAL/DENTAL RECORD
- SCHEDULE INITIAL VISIT WITH PRIMARY CARE MANAGER (PCM)



PATIENT RESPONSIBILITY



- PROVIDE ACCURATE ADDRESS AND PHONE NUMBERS TO CLINIC & UPDATE AS NECESSARY
- UPDATE DEERS INFO: CODINA BLDG, 305-437-2718, OR 1-800-538-9552
- NOTIFY PCM OR NURSE SUPERVISOR: 305-437-1066/1148/3559 BEFORE OR AFTER AN ER VISIT, AND SCHEDULE FOLLOW-UP IF NEEDED
- SEE YOUR PCM FOR REFERRAL BEFORE SEEING A SPECIALIST
- APPOINTMENT CANCELLATION 24 HRS NOTIFICATION PLEASE: 305-437-1148/3559



FAMILY MEMBER SERVICES



- HBA (HEALTH BENEFITS ADVISOR) :
MS. RENAE ROSANIA
Phone: 305-437-1394, FAX: 305-437-1179
Location: 1304D
- BSR (BENEFITS SERVICE REP.):
MS. MARIA SANCHEZ – ENROLLMENT &
TRICARE CLAIMS PROCESSING
Phone : 305-437-1767, Location: Rm 1304E



ACTIVE DUTY SERVICES (SHCP)



- CONTACT REPRESENTATIVE:

Phone: 305-437-2459

Fax: 305-437-3915

Location: Rm 1304B

- Referrals & Authorization
- Claims



DENTAL SERVICES



- DENTAL NCO: SGT Barnett, Shane
Phone: 305-437-1765
Location: Rm 1304C
- TRICARE Dental (United Concordia):
800-866-8499 (Active Duty FMDDP)
- TRICARE Dental Retiree (DELTA):
800-838-8737)



SOUTH FLORIDA TRICARE SERVICE CENTER-Reg. 3/4



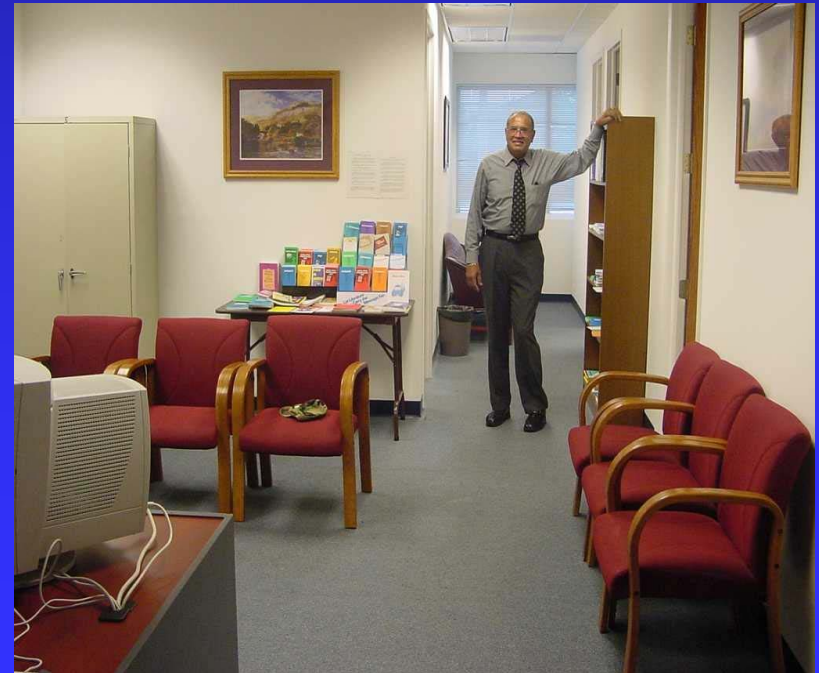
- Phone: 954-443-6793
- Toll Free: 800-700-8593
- Beneficiary Services: 800-444-5445
- Claims: 800-403-3950
- Health Care Information Line:
800-333-5331
- Location: 8385 Pines Blvd.
Pembroke Pines, FL 33024



FAMILY COUNSELING CENTER (FCC)



- Location: 8400 NW 33rd St, Suite 102
Miami, FL 33122





FCC Directory



- Services Line: 305-437-3086
 - Mental Health: 305-437-3076
 - Family Advocacy: 305-437-3078
 - Chaplain: 305-437-3081
 - Social Work: 305-437-3072
 - Group Conference: 305-437-3085
 - Choice Behavioral: 800-700-8646
- (SELF REFERRAL & DIRECTORY)



FCC SERVICES



- ARMY SUBSTANCE ABUSE PROGRAM
- SOCIAL WORK SERVICES
- MENTAL HEALTH SERVICES
- FAMILY ADVOCACY PROGRAM
- CHAPLAIN SERVICES
- COUNSELING/REFERRALS/EVALS
- EDUCATION SERVICES